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# Pacifica Paddle Sports - Dock Hand

## JOB DESCRIPTION



Pacifica Paddle has one of the largest rental fleets on the West Coast. We offer kayak, canoe and paddle board, rentals, lessons and tours. We believe customers can be ‘Nurtured by Nature’, and paddling is a way of facilitating it.

Our Dock Hands are important members of the Pacifica Team. They outfit our guests with the correct paddle gear and ensure they have been assigned a boat that will provide them a safe and comfortable paddling experience. They help create a meaningful experience for our guests from their arrival on the dock to their return. A dockhand is hard-working, personable and enjoys interacting with a wide variety of people.

## RESPONSIBILITIES INCLUDE:

The Customer Experience must be delivered consistently, according to the “2022 Dock Training” Manual. This includes

1. A welcome and PFD speech at the gear shed
2. Choosing the correct kayak/ SUP/ Canoe
3. Getting guests situated in their assigned boat- adjusting foot rests and rudders
4. Ensuring guests are properly outfitted with all essential safety gear
5. Reviewing safety instructions & route suggestions with all guests before they leave the dock
6. Assisting guests as they return from their paddle
7. Cleaning all boats and paddle gear after each use
8. Keep the flow of customer traffic moving smoothly
9. Maintaining a clean, safe and organized dock and ramp area
10. Performing general boat maintenance, such as replacing rudder cables and deck lines, applying Keel Eazy
11. Completing the “Pacifica Daily Dock Duties” and “Weekly Dock Duties”, as outlined in the referenced documents.
12. Assisting guides, instructors, and front desk when required

## REQUIREMENTS

1. Strong communication and people skills
2. Strong organizational and problem solving abilities
3. Ability to work under pressure in a fast-paced environment
4. Previous experience in a customer service role an asset
5. Prior boat, dock, or marine experience an asset
6. Ability to sustain heavy lifting and repetitive movement
7. PCOC boat licence an asset
8. Proficient in English (oral and written)

Hours range from part-time to full-time, April- September. Our busiest months are July and August, so expect to get the most hours in those months, as we expect employees to be most available in these months. Weekend shifts are expected of all front desk and dock employees, with the typical days off landing on weekdays. The shop is open until 8:30 pm, with some evening tours and activities extending our hours. Evening shifts will be shared by all employees.

Benefits of working at Pacifica include a friendly, supportive, social environment. You'll get a great mix of working inside and outdoors at the marina, and interacting with people. Customers here are relaxed, and friendly, so are easy to interact with. As a perk of the job, you'll have use of any of the kayaks, canoes and paddle boards for personal time! You can take our boats off site, to explore more of the greater Victoria area.

Pacifica Paddle will provide opportunities for improving paddling skills for canoeing, paddle boarding, and kayaking throughout the season, while exploring the shorelines of the Saanich Peninsula. These are voluntary participation, but you are encouraged to join multiple sessions, to increase your personal skills and knowledge of the amazing paddling areas around us.

To apply, submit resume and cover letter online to E-J Frederiksen [ej@pacificapaddle.com](mailto:ej@pacificapaddle.com)